

# Progress Report – January 2014

## Policy 7.01 Implementation Plan

DSHS, Community Service Division (*Community Service Office and Customer Service Center Operations*), Region 2, North

Biennium Timeframe: July 1, 2013 to June 30, 2015

Implementation Plan				Progress Report											
(1) Goals/Objectives	(2) Activities	(3) Expected Outcome	(4) Lead Staff and Target Date	(5) Status Update for the Fiscal Year Starting Last July 1											
<b>1. Work with tribes to develop services, local agreements, and MOUs that best meet the needs of Region 2's American Indians.</b>  Support Government-to-Government relationships with federally recognized Tribes in Region 2, North.	A. Continue quarterly CSD/Tribal meetings. Tribal representatives may invite Tribal Council Members to attend the quarterly meetings.	Meetings scheduled in January, April, July and October of each year.	<b>Lead Staff:</b> CSD Region 2, Tribal Representatives. <b>Target Dates:</b> <a href="#">1/24/2014 at Nooksack</a> <a href="#">4/25/2014 at Everett DCS</a> <a href="#">7/18/2014 at Lummi</a> <a href="#">10/17/2014 at Upper Skagit</a> <a href="#">1/23/2015 at undetermined</a>	Schedule updated at <a href="#">January 2014</a> meeting. .											
	B. 7.01 Progress Reports	Review progress January meeting	<b>Lead Staff:</b> ESA (CSD & DCS) / Tribal Reps <b>Target Date:</b> January meeting  (Progress Report due to Assistant Secretary beginning of April)	Reviewed <a href="#">January 2014</a> . <a href="#">Mike Riber will do draft update and distribute for comments. Comments due by 2/28/2014.</a>  <a href="#">Removed expected outcome to review 7.01 Progress Report at July meeting.</a>											
	C. Review status of Tribal TANF Plans and Tribal TANF Operating Agreements (MOU's) - 3 year review period	MOU accountability (As related to operating agreements and FQHC positions)	<b>Lead Staff:</b> CSOAs <b>Target Date:</b> 3 year review period  <table><tr><td>Lummi Nation</td><td>June 2014</td></tr><tr><td>Upper Skagit Tribe</td><td>Jan 2014</td></tr><tr><td>Tulalip Tribe</td><td>2014</td></tr><tr><td>Nooksack Tribe</td><td></td></tr><tr><td>    Mt Vernon CSO</td><td>12/19/2009</td></tr><tr><td>    B'ham CSO</td><td>3/7/<a href="#">2014</a></td></tr></table>	Lummi Nation	June 2014	Upper Skagit Tribe	Jan 2014	Tulalip Tribe	2014	Nooksack Tribe		Mt Vernon CSO	12/19/2009	B'ham CSO	3/7/ <a href="#">2014</a>
Lummi Nation	June 2014														
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	<p>D. Continue to Outstation CSD staff at Tribal facilities where appropriate or designate staff where appropriate to work with Tribal members.</p> <p>E. Explore annual cross-training of Tribal/CSD line staff in each catchment area.</p> <p>F. Invite tribal representatives to regional WF Supervisor's meeting. (Region 2).</p> <p>G. Communicate and plan with Tribes when implementing new or changed procedures that affect service delivery at the local level.</p>	Improved communication between tribes and CSOs; improved access and services to American Indians.	<p><b>Lead Staff:</b> CSD Region 2 and Tribal Representatives</p> <p><b>January 2014 - CSD staff out-stationed at Lummi, Swinomish, , Sauk Suiattle and Nooksack Tribes</b></p> <p><b>E-G</b></p> <p><b>Lead Staff: CSD Region 2 &amp; Tribal Representatives</b></p> <p><b>On going</b></p>	<p>January 2014, noted no current CSD outstation staff at Upper Skagit or Tulalip Tribes.</p> <p>January 2014, discussed appropriate location for CSD tribal outreach staff given ACA and CSD staff changing role (medical clinics vs. social services offices). Will continue to review.</p> <p>Continued training/discussion on impacts of ACA on services (Oct 2013 &amp; Jan 2014 mtgs). Will continue to have this as an agenda item.</p> <p>January 2014, tabled activity to develop tribal training for CSD staff (Fritz &amp; Riber leads) due to prioritization of ACA and other initiatives within CSD.</p>
	H. Utilization of Communication Protocol <a href="#">listed in attachment 2 of Administration Policy 7.01.</a>	Broad communication and/or attendance at meetings by appropriate members from all tribes through established communication protocols.	<p><b>Lead Staff:</b> CSD Region 2 &amp; Tribal Representatives</p> <p><b>Target Date: Review each quarter.</b></p>	January 2014, reviewed attendance at 7.01 meetings by all parties and encouraged broader attendance. CSD will continue to have as many ESA Tribal outreach staff attend each 7.01 meeting as possible.
	I. CSD Staff to attend and volunteer at Tribal cultural events.	Better understanding and appreciation of Tribal culture and heritage by CSD staff.	<b>CSD Staff, Region 2, North (leads –CSOA's)</b>	<p>New Activity (Jan 2013), modeling DCS.</p> <p><a href="#">January 2014, discussed opportunities to volunteer with canoe journeys.</a></p>
<b>2. Prepare and disseminate pertinent statistics on American Indian populations, numbers of American</b>	A. Provide TANF (grant, child only, sanction), Basic Food and ABD/MCS ad hoc reports for WorkFirst that compare performance indicators related to American Indians as compared to entire population. Continue to develop aggregate data and send report to tribes with agenda prior to meeting. Add dollar amounts	Accurate quarterly reports produced by CSD Region Office.	<p><b>Lead Staff:</b> CSD Region 2, Mike Riber</p> <p><b>Target Date: quarterly – April, July, October, January</b></p>	<p>Reports distributed prior to each quarterly meeting and reviewed at meeting.</p> <p><a href="#">January 2014</a>, reviewed usual tribal data. Additional requests for data and be directed to Mike Riber.</p>

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Indians served and other relevant data.	whenever possible. Include historical data for comparison			
	B. Review performance indicators by ethnicity	Identify Issues and gaps between service and the difference in general population and tribal should be within +/- 5%.	<b>Lead Staff:</b> Mike Riber <b>Target Date:</b> April meeting	Decided to review only yearly because much of the data is only updated yearly. <a href="#">Will continue to provide comparison of Native American's receiving services compared to the general population.</a>
3. Ensure efforts are made to recruit/ hire American Indian staff to meet the overall DSHS goal of having a diverse workforce.	A. Share Region 2, North CSD job postings with Tribal contacts – these will be forwarded by email. Send job postings to all tribes.	100% of Region 2, North job postings will be shared with Region 2, North Tribes.	<b>Lead Staff:</b> Tim Collins, CSD Region 2 Managers/CSOAs/HR Reps <a href="#">and CSC Managers</a> <b>Target Date:</b> On Going	<a href="#">January 2014</a> , CSD continues to hire for multiple positions throughout Region 2, North within both CSO and CSC operations. Tim Collins continues to distribute job information, but it is noted that Neo Gov allows for job seekers to be automatically notified of openings.
	B. Invite Tribal representatives to participate on interview panels.	Increased participation of Tribal representatives in the hiring process.	<b>Lead Staff:</b> CSD Region 2 Managers, CSOAs, Tribal or RTCC reps <a href="#">and CSC Managers</a> . <b>Target Date:</b> As interview panels are established to fill job openings	<a href="#">January 2014</a> , discussed Tribal representation on hiring panels. Several Tribes expressed interest.
	1. Invite Human Resources representative as needed to provide training on the personnel system (Neo Gov)	C.1 Understanding of how to maneuver through the personnel system resulting in increase in number of American Indians applying for state jobs.	<b>Lead Staff:</b> TBD as necessary <b>Target Date:</b> Completed, holding for further system changes.	<a href="#">January 2014</a> – No need for additional training at this time. <a href="#">Discussed the practicality of providing training on Neo-Gov and determined it would be relatively easy to provide training.</a>

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4. Assure that procedures tied to current programs and policies meet the needs of American Indians.	A. Identify outstanding issues/gaps in service and address service coordination.	Close gaps in service.	<b>Lead Staff:</b> Mike Riber & Tribes <b>Target Date:</b> Ongoing	<p>On going review of gaps and solutions at each meeting.</p> <p>January 2014, providing opportunity to discuss gaps or issues in service delivery at every meeting. Decision made to continue to have ACA/IPA's as standing agenda topic into the future.</p>
	B. Continue to invite tribes to participate in Local Planning Area meetings.	Attendance and participation of Tribes at LPA meetings.	<b>Lead Staff:</b> CSOAs, LPA chairs <b>Target Date:</b> prior to each LPA meeting	<p>Reviewed tribal participation at local level (LPA, etc.) (fair) (</p> <p><b>2014 LPA Schedules:</b>  <b>Snohomish</b> – 4<sup>th</sup> Tuesday of each month from 9-Noon (except July &amp; Nov). Location rotates between Everett and Alderwood CSO's. Contact Cheri Simmons for more info.  <b>Skagit/Island</b> –Contact Liz Hanson about rotating schedule.  <b>Whatcom</b> – 2<sup>nd</sup> Friday of each month from 9 -11 AM, at Bellingham CSO. Contact Kami Kruzich for more info.</p>
	C. Invite Tribal staff to participate in Tribal member case staffing.	<p>1. CSOs will invite Tribal staff to attend 100% of case staffing on WF Tribal cases.</p> <p>2. Ensure CSO staff offer WF tribal services to any appropriate American Indian who is not currently being served by tribal services.</p>	<b>Lead Staff:</b> CSOAs <b>Target Date:</b> at time of each case staffing being scheduled	<p>Reviewed January 2014 and discussed Expected Outcome #1 to invite Tribal staff to 100% of WorkFirst tribal case staffing's. The current process for R2, North offices is to let tribal parent know they can invite tribal representatives to case staffing. CSD staff not making the actual invitation.</p> <p>Valuable discussion on merits of having tribal representation to support clients attendance at staffing and ensure tribal supports are in place. Also noted that</p>

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				tribal clients may prefer tribal representatives are not present at staffing. Each CSO conducts well over 100 staffing's each month, but not all with tribal household members.  Further discussion needed (Apr mtg?) to better define activity and expected outcome.
	D. Offer training for line staff by mutual invitation.	Cross-training of Tribal/CSD staff.	<b>Lead Staff:</b> CSD, Tribes <b>Target Date:</b> as training is scheduled	Reviewed January 2014 (fair). Encouraged more invitations to Tribal sponsored training.

### Completed or Tabled Items

Goal/Activity/Outcome	Date	Item
Goal 4, Activity – Conduct a Tribal SOAR Training in Region 3 (SSI facilitation)	October 2009	Added to plan October 2007. Held training in fall 2008, June 2009 and fall/winter 2009. Will conduct further training as needed (Sue Chance – Trainer).
Goal 3, Activity – Invite Human Resource representatives to a quarterly meeting to provide training on new recruitment system & info on Native American employment Statistics	October 2010	Provided training on new DSHS recruiting system in October 2010. Previously provided training on E-Recruiting system.
Goal 3, Activity Resource Sharing (3D)	January 2011	Removed activity to utilize Tribal TANF programs for unsubsidized employment opportunities. Community Service Division no longer has any unsubsidized employment programs for which to place participants at tribal sites.
Goal 4, Activity – Indentify outstanding issues/gaps in service.	July 2010	Sue Chance reported out on changes to GA Program, now called Disability Lifeline (DL). Will review on-line training for DSHS staff with tribal representatives and will coordinate delivery of termination letters to tribal clients (see 1G)
Goal 1, Activities – All	July 2010	July 2010, Sue Chance reported out on changes to GA Program, now call Disability Lifeline (DL). Will review on-line training for DSHS staff with tribal representatives and will coordinate delivery of termination letters to tribal clients (see 4A)

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		<p>July 2010, Provided information on DSHS furlough dates and discussed impact on outstations.</p> <p>July 2010, Alicia Solomon provided information on new WCCC (childcare) eligibility rules for preschool &amp; head start children – Longer certification periods when in school related activities</p>
Goal 1, Activities – All	January 2010	Jan 2010, reviewed attendance at 7.01 meetings by all parties (good) and encouraged broader attendance. Will provide mini trainings at each meeting to promote attendance.
Goal 1, Activities – All	January 2009	<p>Sauk Suiattle added CSD outstation list in January 2009.</p> <p>Jan 2009, reviewed attendance at 7.01 meetings by all parties (fair) and encouraged broader attendance.</p>
Goal 1, Activities – All	July 2009	<p>Reviewed July 2009 and noted that even though all CSO's in region have experienced a cut in outreach staff outreach to all tribes remains intact (days and times may be adjusted and some changes in outreach staff).</p> <p>Sauk Suiattle Tribe is now served through Darrington community outreach.</p> <p>July 2009 shared information on continuing changes to CSO's with call centers and Service Delivery Redesign. Will provide comprehensive presentation on all changes in October 2009.</p>
Goal 1, Activities – All	January 2010	Jan 2010, reviewed attendance at 7.01 meetings by all parties (good) and encouraged broader attendance. Will provide mini trainings at each meeting to promote attendance.
Goal 2,	July 2010	Requested similar report information for medical programs (Note: Mike should be able to get caseload data, but not dollar amounts).
Goal 3, Activities – All	January 2010	<p>CSD is currently doing very little hiring. All job postings are available through E-Recruiting portal.</p> <p>E-Recruiting is expected to go away and will provide information on replacement.</p>
Goal 3, Activities – All	October 2010	Available job announcement information is primarily distributed to tribes by Tim Collins, DSHS Office of Indian Policy, Manager for Region 3. Note (Jan 2011): New recruiting system does not provide for general e-mail notifications for announcements. Training was provided to tribes at October 2010 7.01 meeting on new recruiting system which, once registered, sends notices directly to seeker.

Goal/Activity/Outcome	Date	Item
Goal 4, Activity – Conduct SOAR Trainings	2007-2009	Added to plan October 2007.  Held trainings in fall 2008, June 2009 and fall/winter 2009.
Goal 3, Activity – We recommend that IPAC invite Tribal reps to participate in DRA meetings and impact panels at the state level.		<b>Lead Staff:</b> Helen Fenrich <b>Target Date:</b> On going Continue to encourage.
Goal 2B, Review performance indicators by ethnicity	2009	Decided to review only yearly because much of the data is only updated yearly (April meeting)
C.Goal 3C, Invite Human Resources representative to a quarterly meeting to provide: 1. Training on the personnel system (e-Recruiting) 2. Information on American Indian employment statistics.	2008	C.1 Completed July 2008.  C.2 Completed October 2008.
Goal 4F, Hold a Children's Retreat. A regional retreat focused around service delivery to children	2007-2009	Julie Jefferson new committee lead. Committee members are: Julie, Mike Riber, Scott Morris, Caniece Romar, Topsy Kinley, and representative from the Upper Skagit Tribe. Refocus of retreat discussed in July 2009.  Initially added to plan July 2007.  Funding from state not feasible. Lummi Nation tentatively agreed to host event. In January 2010 this topic was tabled indefinitely.
Goal 4G, Provide training to tribes on the Basic Food Program and General Assistance Program	October 2007	Completed October 2007.
Goal 2B, Tribes will provide quarterly TANF caseload reports as provided to State DSHS.	January 2008	Completed. No further state contracts.
Goal 2C, Review performance indicators by ethnicity	January 2007	Reviewed reports and discussed apparent errors and reason for errors. Mike Riber will research errors (Jan 07)
Goal 4I, Form a workgroup and pursue approval and funds for a Tribal SSI Facilitator.	October 2007	Provide faster transition from General Assistance to SSI for tribal caseload results in better benefits and savings to State. Group was not successful.



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Goal 1, D-G	January thru April 2011	<p>Jan 2011, reporting on pending merger of DSHS Regions 3 &amp; 4. WF meetings are now a combined meeting with all tribes welcome to attend.</p> <p>Jan 2011, Sue Chance provided update on Disability Lifeline Program</p> <p>Jan 2011, Klaire Harry (District 3 Call Center) provided update on upcoming changes and call center performance.</p> <p>Jan 2011, Alicia Solomon &amp; Klaire Harry (Call Center Operations) gave update on changes to Working Connections Child Care program.</p> <p>Jan 2011, Mike Riber, Dan Story, Rick Krauss &amp; others provided update on many changes to state TANF program.</p> <p>Jan 2011, reviewed CSD outreach efforts with tribes and assessed efforts as good.</p>
Goal 2, A	2010-2011	Expanded data to include medical caseloads. July 2010, requested a one-time report to compare Native American verses Non-Native Basic Food caseload increases (Note: Mike should be able to get data, but it will not include households receiving commodities). Jan 2011 update, Mike has requested and will continue to pursue. July 2011 Update, Mike will pursue one time report at a later time.
Goal 3, A	2010-2011	Jan 2011, Noted that new state recruitment system does not provide for general e-mail notifications on job announcements. New system sends announcements directly to seekers who are registered with system. Training provided on new system October 2010.
Goal 3, C Invite Human Resources representative to a quarterly meeting to provide: <ol style="list-style-type: none"> <li>1. Training on the personnel system (e-Recruiting)</li> <li>2. Information on American Indian employment statistics.</li> </ol>	October 2011	<ol style="list-style-type: none"> <li>1. Completed October 2011 on Neo Gov. Will hold activity for future changes.</li> <li>2. Available employment status provided with annual demographic information each year in April.</li> </ol>
Goal 4, A		Jan 2011: <ul style="list-style-type: none"> <li>• Discussed SSI facilitation process.</li> <li>• Discussed potential legislative changes to TANF child only cases an impact on tribes</li> </ul> <p>Discussed state TANF changes with time limits and coordination between tribes and state on child welfare cases.</p>
Goal 4, B, Tribal Survey		Completed survey fall of 2009 and reported results.



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Goal 1, D	July 2011	<p>July, 2011 Sue Chance and others provided information on legislative changes to Disability Lifeline and WorkFirst Programs (HB 2082 &amp; SB 5921)</p> <p>July 2011, Alicia Solomon &amp; Heather Berger (Call Center Operations) gave update on changes to Working Connections Child Care program and Call Center operations including performance information.</p>
Goal 4, B Conduct a bi-annual Customer Satisfaction survey of all American Indians receiving services.	January 2012	<p>Discussed the cost of the survey as completed in previous years and limited use of results. Elevating decision on whether to conduct survey and by what means to RTCC level. Options include: Mailing to all tribal clients (approx 3,500), using Monkey Survey and/or having CSD tribal outreach staff conduct a hand survey.</p> <p>RTCC recommends ending bi-annual survey and collect customer satisfaction information locally as needed through more cost effective methods.</p>
Goal 1	July 2011	<p>RTCC meeting expanded to include both old Region 3 &amp; 4 Tribes (new Region 2). View as a positive change by Tribes and CSD.</p> <p>Reviewed CSD Outreach efforts with tribes and assessed efforts as good.</p>
Goal 1	January 2012	Sue Chance and others provided updates on ABD/MCS/HEN programs. Local flyers for HEN programs were sent via e-mail.
Goal 1	January 2012	Alicia Solomon Berger (Customer Service Center – Call Center Operations) gave update on changes to Child Care Subsidy Program and Call Center operations.
Goal 1	August 2011	<p>ACES training to Tulalip Tribe.</p> <p>Child Care Subsidy Program training to Tribes.</p>
Goal 1, E.	April-June 2011	7.01 training to both ESA and Tribal staff at various locations during April, May and June 2011.
Goal 1, H	January 2012	Reviewed attendance at 7.01 meetings by all parties (good) and encouraged broader attendance. CSD will try to ensure at least one WF, Financial and SW supervisor attend each 7.01 meeting along with as many Tribal outreach staff as possible.
Goal 2, A	July 2012	Mike Riber provided historical Basic Food caseload growth information comparing Native American's and non-Native American's for Smokey Point, Mt Vernon and Bellingham CSO's (biggest Native American caseloads in Region 2, North).
Goal 3, A	2012	Tim Collins reported on relative ease of using new system (Neo Gov). Tim has set himself up to receive all new postings which he distributes. CSD is expected to be allowed to hire soon.

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Goal 4, A	January 2012	Ramifications of new ABD/MCS program were discussed with respect to impact on tribes and provider of last resort.
Goal 1	January 2013	<p>January 2013 – Discussed CSD outreach efforts to Tribes in Region 2, North. Noted that number of outstations is satisfactory at this time and commented that it is uncertain what Affordable Care Act will due to FQHC funding and outreach.</p> <p>Arrange for or provide training on Affordable Care Act and how it will impact ESA and Tribal relationship (tentatively July or October 2013. Mike Riber lead)</p> <p>January 2013, CSD staff to develop a list of important Tribal training topics for CSD staff serving Native Americans. Leads: June Fritz and Mike Riber.</p>
Goal 3, A	January 2013	January 2013, CSD continues to hire for multiple positions throughout Region 2, North within both CSO and CSC operations. Tim Collins continues to distribute job information, but it is noted that Neo Gov allows for job seekers to be automatically notified of openings. Several Tribes expressed interest to considered to participate on hiring panels.
Goal 4, A	January 2013	January 2013, Briefly discussed Affordable Care Act and how that might impact service delivery to Tribes (See Goal 1 above and future presentation on ACA). Note: ACA and role of In-Person-Assisters was discussed at length at October 2013 meeting and again at January 2014 meeting. This will continue as a standing agenda topic into the future.
Goal 4, C	January 2013	Reviewed January 2013. Tribal TANF has reduced tribal numbers on state TANF and, therefore, occurrences.